

U.S. Department of Housing and Urban Development
1280 Maryland Avenue, SW
Suite 800
Washington, D.C. 20410-0100



REAL ESTATE ASSESSMENT CENTER

May 15, 2001

Dear Executive Director:

This letter provides you with updated information regarding the Customer Service and Satisfaction Survey conducted by HUD's Real Estate Assessment Center (REAC).

Based on feedback from Public Housing Authorities (PHAs), REAC is enhancing the Resident Assessment Sub-System (RASS) survey reports to allow a more detailed analysis of resident opinion concerning their living conditions. This will enable PHAs to receive the benefit of development-level survey results. The overall RASS component of the PHAS score will still be provided at the PHA level. However, PHAs will now have access to specific development-level housing survey result information from which to manage their properties with even greater effectiveness.

As a result of RASS enhancements to better serve you and Public and Indian Housing program management decisions, the PHA resident survey has been delayed. This postponement affects three PHA fiscal year end (FYE) groups: 12/31, 3/31, and 6/30. Therefore, we are now contacting you to convey our revised survey business calendar and processes. A new business calendar for all FYE groups is attached for your reference.

REAC is making every effort to reduce the impacts associated with the delay in surveying residents. Please be assured that PHAs **will not** be penalized in scoring because of survey delays. Also, below we've provided information regarding other key survey areas to further minimize the impact of the delays:

Unit Address Certification

For PHAs who have previously completed their RASS address verification or certifications, and for those who have not certified, we will re-open the Unit Address Certification window. You will have an opportunity to update information on a "case-by-case" basis. Please review your unit address data to determine if address changes are necessary.

Previously Certified PHAs

If you decide that address changes are necessary and have already certified, please send an email request to PHA_Survey_Feedback@hud.gov, and REAC will re-open the RASS Unit Certification function within 48 hours of receiving your email. Please include only your PHA name and PHA identification (e.g. FL000) in the request. The RASS unit certification function will remain open for approximately two weeks beginning the week of May 21, 2001. For those

PHAs who do not have internet access, and cannot e-mail their requests, please call the Technical Assistance Center at **1-888-245-4860**.

Survey Marketing/Implementation Plans

The marketing, resident awareness and confidence in the survey are very important for ensuring an adequate number of returned surveys. Accordingly, PHAs are responsible for documenting marketing activities and certifying these through their Implementation Plan. In light of the delayed survey administration, REAC is extending the start and due dates associated with Implementation Plan certification for the three PHA FYE groups discussed previously. PHAs who already certified their Implementation Plan will be given the two (2) points; however, PHAs who have not yet certified should take this opportunity to do so. The media packet is enclosed, and we ask **all** PHAs to re-market the survey process, and certify those new dates in the RASS Implementation Plan function if you have not done so previously.

Follow-up Plans

As required in previous survey administrations, PHAs will have several weeks at the conclusion of the Survey process to prepare a Follow-up Plan. PHAs can receive three (3) points by addressing problem areas identified by aggregate survey results (a Follow-up Plan is required for any section in which the PHA survey score is below 75%). PHAs not required to do a Follow-up Plan will automatically receive the three (3) points for this component of the indicator. Please refer to the attached calendar for due dates associated with this aspect of the survey administration process.

All survey processes can be performed in the normal method by logging into the RASS web site at: <http://www.hud.gov/reac/products/prodrass.cfm> . We will continue to post PHA business partner information regarding the survey procedures and progress, so please check the web site for updates.

As you know, this is the second year that HUD is conducting the Customer Service and Satisfaction Survey. The start-up year produced a 47 percent response rate from residents. In most cases, residents indicated very high satisfaction with their housing conditions.

If you have any immediate questions or concerns, please call the ***REAC Technical Assistance Center “toll-free” at 1-(888) 245-4860***.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. LaVoy', with a stylized flourish at the end.

Donald J. LaVoy

Director
Real Estate Assessment Center

Enclosure